

# Position Description

Read each heading carefully before proceeding. Make statements simple, brief, and complete. Be certain the form is signed. Send the original to the Office of Personnel Services.

CHECK ONE: ☐ NEW POSITION ☐ EXISTING POSITION

## Part 1 - Items 1 through 12 to be completed by department head or personnel office.

1. Agency Name Department for Children and Families		9. Position No. K0230373	10. Budget Program Number 29215		Agency Number
2. Employee Name (leave blank if position vacant)		11. Present Class Title (if existing position) Staff Development Specialist I			
3. Division East Region		12. Proposed Class Title			
4. Section Professional Development	For  Use  By	13. Allocation		Position Number	
5. Unit Professional Development-EES Training		14. Effective Date			
6. Location (address where employee works)		15. By	Approved		
7. (circle appropriate time) Full time      Perm.      Inter. Part time      Temp.      %	Personnel  Office	16. Audit Date:                      By: Date:                      By:			
8. Regular hours of work: (circle appropriate time)  FROM: 8:00 AM/PM To: 5:00 AM/PM		17. Audit Date:                      By: Date:                      By:			

## PART II - To be completed by department head, personnel office or supervisor of the position.

18. If this is a request to reallocate a position, briefly describe the reorganization, reassignment of work, new function added by law or other factors which changed the duties and responsibilities of the position:

19. Who is the supervisor of this position? (person who assigns work, gives directions, answers questions and is directly in charge)?

Name	Title	Position Number
Sondra Huey	Director of Professional Development	K0045553

Who evaluates the work of an incumbent in this position?

Name	Title	Position Number
Sondra Huey	Director of Professional Development	K0045553

20. a) How much latitude is allowed employee in completing the work? b) What kinds of instructions, methods and guidelines are given to the employee in this position to help do the work? c) State how and in what detail assignments are made.

The work of this position is performed with reasonable latitude for use of independent judgment and action in developing and delivering training for the East Region of DCF. Instructions are general in nature and work is completed following federal and state laws, rules, regulations and agency policies and procedures.

21. Describe the work of this position using the page or one additional page only. (Use the following format for describing job duties):

**What** is the action being done (use an action verb); to **whom** or **what** is the action directed (object of action); **why** is the action being done (be brief); **how** is the action being done (be brief). For each task state: Who reviews it? How often? What is it reviewed for?

**Number Each Task and Indicate Percent of Time and Identity each function as essential or marginal by placing an E or M next to the % of time for each task.** Essential functions are the primary job duties for which the position was created and that an employee must be able to perform, with or without reasonable accommodation. A marginal function is a peripheral, incident of minimal part of the position.

No. Each Task and Indicate Percent of Time	E or M	<p>The purpose of this position is to develop and deliver competency-based training for Economic and Employment Services (EES) programs in order to provide staff with the necessary skill sets to successfully fulfill the mission, strategic plan and goals of the organization. The incumbent is expected to be a leader who demonstrates a commitment to teamwork and customer service and who provides a harmonious work environment that is conducive to improving agency, region and program outcomes.</p> <p>Recipients of the work products completed by the incumbent determine eligibility for EES programs (or support those that do) including, but not limited to: Food Assistance, Temporary Assistance to Needy Families (TANF), Child Care Assistance and Work Programs. They are responsible for timely and accurate service delivery. It is necessary for them to analyze and evaluate complex data and situations and to interpret and apply numerous complex policies and regulations to their clients' unique situations. It is also necessary for them to empathetically engage clients to obtain information required for eligibility determination and appropriate referrals. Consequently, it is important for the Staff Development Specialist responsible for training these individuals to possess these skills as well.</p>
1. 45%	E	<p><u>Training Delivery</u> – Delivers staff end-user and instructor training within the East Region (and other regions, as needed). Training curriculum delivered may have been developed by the person delivering it or it may have been developed by others. Provides consultation to other staff delivering training as needed. Training delivery may be in a classroom, with individuals or small groups or via technology thus requiring the Staff Development Specialist to possess the technical, teaching and facilitation skills necessary to deliver effective training in any of these environments.</p>
2. 30%	E	<p><u>Training Development</u> – Develops curriculum and training materials utilizing a full spectrum of adult learning strategies and following best practices in instructional design. Training materials must be appropriate for the intended delivery method, including but not limited to, handouts, worksheets, visual aids, web-based training materials, video-conferencing and all other available technologies. Some courses may be developed for delivery by others and must include appropriate trainer materials, guides and instructions for activities. Routinely assess courses for accuracy and updates as needed to respond to changes in program policy and procedure, organizational needs and culture. Develops desk aids and other learning/work tools in response new policies or procedures, error trends or other needs of the EES program. Develops course-specific examination tools to measure learning achieved by students. May also develop or assist in the development of training evaluation tools to measure satisfaction, learning and application. Modifies courses as needed based upon analysis of information provided.</p>
3. 15%	E	<p><u>Program Consultation</u> – Serves as a resource for EES staff, trouble-shooting, problem solving, analyzing and assisting with difficult cases, mentoring, reading cases and providing feedback.</p>
4. 10%	E	<p><u>Training Coordination and Registration, Professional Development, Special Projects</u> – Upon receiving a training assignment, will reserve needed facilities, equipment and technology ensuring that the training opportunity adequately and effectively meets the needs of the trainer and customer. Enters course and other appropriate information into the learning management system and otherwise coordinates registration of training opportunities. Participates in special projects, meetings and conferences, demonstrating flexibility in priorities when needed to accommodate agency or program priorities. Participates in professional development activities in order to continuously improve training related skills and EES expertise. Performs additional job-related duties as assigned.</p> <p>All work is reviewed by the supervisor via direct observation and feedback from EES and Performance Improvement administrators, managers and students. Training delivery and resultant learning are also measured via surveys of students and their managers and testing of students.</p>

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22. a. If work involves leadership, supervisory, or management responsibilities, check the statement which best describes the position:
- ( ) Lead worker assigns, trains, schedules, oversees, or reviews work of others.
  - ( ) Plans, staffs, evaluates, and directs work of employees of a work unit.
  - ( ) Delegates authority to carry out work of a unit to subordinate supervisors or managers.

b. List the names, class titles, and position numbers of all persons who are supervised directly by employee on this position.

Name	Title	Position Number
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This position functions as a leader within the EES program in the East Region. While not directly responsible for any staff, this position does train and review the work of training participants as part of the learning process.

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23. Which statement best describes the results of error in action or decision of this employee?
- ( ) Minimal property damage, minor injury, minor disruption of the flow of work.
  - ( ) Moderate loss of time, injury, damage or adverse impact on healthy and welfare of others.
  - ( X ) Major program failure, major property loss, or serious injury or incapacitation.
  - ( ) Loss of life, disruption of operations of a major agency.
- Please give examples.

Failure to perform essential functions could result in major program failure due to staff being inadequately trained. This can lead to fiscal sanctions in some programs and could impede service delivery to clients resulting in serious consequences to children, families and vulnerable adults. In some situations, the agency could also be at risk of legal sanctions such as law suits.

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24. For what purpose, with whom and how frequently are contacts made with the public, other employees or officials?

Daily contact with DCF staff and frequent contact with staff from partner agencies and other stakeholders associated with any aspect of training. May have contact with DCF clients when providing consultation or assisting with EES casework. Public speaking/presenting to the public may occasionally be required to disseminate information regarding DCF programs.

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25. What hazards, risks or discomforts exist on the job or in the work environment?

Movement of equipment, tables, chairs, etc. for training room set up and preparation. May experience fatigue related to prolonged standing or other training presentation discomforts. Long periods of time may be spent on a computer when developing training or otherwise assisting the EES program. High stress related to responsibility level of the work, short deadlines, and changing priorities. May also experience stress in working with staff who are inexperienced and in a learning mode related to their own high-stress position. May encounter hostile, angry or upset clients when providing consultation or assisting with EES casework. Upon occasion, physical harm may be threatened or attempted by hostile, angry or upset clients in DCF buildings. Normal hazards related to the use of office equipment. In-state travel is required; therefore, typical hazards, risks and discomforts of such travel may be experienced.

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26. List machines or equipment used regularly in the work of this position. Indicate the frequency with which they are used:

Computer, projector and screen, flip chart, telephonic and video-conferencing equipment and other standard audio/visual training equipment as well as telephone, printer/copier/scanner used daily. Occasional travel may require use of personal or State owned or leased vehicle.

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**PART III - To be completed by the department head or personnel office**

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27. List the minimum amounts of education and experience which you believe to be necessary for an employee to begin employment in this position.

Education - General

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Education or Training - special or professional

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Licenses, certificates and registrations

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Special knowledge, skills and abilities

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Experience - length in years and kind

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Required:

Two years of experience in developing and delivering training materials and presentations. Education may be substituted for experience as determined relevant by the agency.

Preferred:

Prior experience determining eligibility for EES programs.

Understanding of, and preferably experience utilizing, instructional design concepts and/or adult learning strategies.

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**28. SPECIAL QUALIFICATIONS**

State any additional qualifications for this position that are necessary either as a physical requirement of an incumbent on the job, a necessary special requirement, a bona fide occupational qualification (BFOQ) or other requirement that does not contradict the education and experience statement on the class specification. A special requirement must be listed here in order to obtain selective certification.

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Signature of Employee

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of Personnel Official

\_\_\_\_\_  
Date

**Approved:**

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Signature of Supervisor

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of Agency Head or  
Appointing Authority

\_\_\_\_\_  
Date